

# DALLAS HOUSING AUTHORITY

## JOB VACANCIES

### MAY 19, 2022

**JOB TITLE:** ADMISSIONS MANAGER  
**SALARY RANGE:** \$49,941 - \$74,911  
**LOCATION:** HOUSING OPERATIONS

**Summary:** Under general supervision of the Director of Housing Operations, assures compliance of all activities with DHA goals and objectives, state and federal laws, and DHA policies and procedures.

**Essential Job Functions:** *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Supervises admissions staff including Leasing Professionals I, III and IV to assure that initial eligibility and annual re-certifications in the Public Housing and Housing Voucher Programs are performed timely and accurately.
- Reviews and resolves applicant and tenant complaints and cases that may require policy exceptions and changes in tenant and applicant status. Reviews and resolves tenant and applicant complaints in accordance with DHA policy and DHA core values.
- Monitors, coordinates, and prioritizes the activities of the Leasing Professionals. Reviews and approves documents; equips, trains and coaches staff. Monitors work performed by staff and evaluates individual and team performance. Leads staff and holds staff accountable to attain DHA goals and objectives; fosters a productive and efficient work environment.
- Meets regularly with Leasing Professionals to offer support and guidance; analyzes and evaluates processes and procedures, develops team input to continually process improvements to attain quality customer service and efficient and effective operations and implements solutions.
- Maintains cooperative professional relationships with local community agencies significant to the continuum of care for clients.
- Compile, maintain and monitor weekly reports submitted by Team.
- Greets and assists clients and makes them feel comfortable and welcome; collects data and provides information within scope of authority.
- Conducts group eligibility meetings and individual interviews with persons applying for admission to Public Housing and Housing Voucher programs; performs annual and interim reexaminations of client income and family composition. Obtains information that verifies family composition and other factors affecting eligibility; resolves issues and assures effective communications with clients.
- Enters required information on application forms; assists in determination of eligibility and calculation of rent; conducts screenings to determine eligibility of applicants.
- Processes applications and maintains file on applicants; replies to inquiries by telephone, email, and mail regarding status of applications.
- Reviews client files, verifies information, and maintains program documentation files and updates waitlists as required.
- Advises clients of their rights and responsibilities under the Public Housing, Walker Settlement and Housing Voucher programs; performs annual re-examinations timely and accurately
- Performs clerical and administrative duties, including data entry, preparing and processing various documents, and maintaining client database files.

- Coordinates and schedules meetings and appointments as requested
- Explains nature of DHA programs, procedures, and services to clients; maintains absolute confidentiality of work-related issues, client records and DHA information.
- Supports the relationship between DHA and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and DHA staff.
- Enthusiastically promotes the President/CEO's priorities for the operations of DHA.
- Performs other duties as assigned or required.

**Knowledge and Skills:**

- Knowledge of DHA organization, operations, policies, and procedures.
- Knowledge of the principles of record keeping and records management.
- Knowledge of business and personal computers, and spreadsheet software applications.
- Skill in understanding, interpreting, and applying relevant standards and procedures, and applicable Federal rules and regulations.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in working under pressure of deadlines and establishing and maintaining cooperative working relationships with other DHA staff.
- Skill in effective communication, both verbal and written.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.

**Physical Demands:**

Must be able to lift/carry up to 10 pounds.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in Business or Public Administration or a related field; AND six (6) years of work experience in HUD housing eligibility program; OR an equivalent combination of education and experience.

Rent Calculation Certification required within six (6) months of appointment.

Valid Texas State Driver's License required.

**DEADLINE TO APPLY: Open Until Filled**

**Explanation of Hiring Process**

Thank you for your interest in job opportunities with the Dallas Housing Authority. All applications for open posted positions must be submitted via on-line at [www.dhantx.com](http://www.dhantx.com). No on-line applications will be accepted after the noted closing date on the announcement. We encourage you to visit our website often to view and apply for vacant positions with the agency.

DHA is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity and all employees and applicants are treated equally without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances.